



Meeting of the Operations and Oversight Committee

Thursday, September 10, 2020 • 10:00 a.m.
ZOOM Web Meeting

A meeting of the Operations and Oversight Committee is scheduled for Thursday, September 10, 2020 at 10:00 a.m. via ZOOM.

The agenda and supporting materials are included in this package for your review.



Meeting of the Operations and Oversight Committee

Thursday, September 10, 2020 • 10:00 a.m.
ZOOM Web Meeting

AGENDA

1. Approval of the August 2020 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 20-00071, Light Rail Electrical Work
 - b. Contract 20-00076, On-Site Vehicle Inspection Services (Renewal)
 - c. Contract 20-00047, Oracle Database Administration Managed Services and Initiated Issue Support
 - d. Contract 20-00093, Supervisory Control and Data Acquisition System Hardware and Software
5. Options to be Exercised - November
6. Upcoming Contracts for Approval
7. Operations Update
8. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on
Thursday, October 8, 2020**



Meeting of the Operations and Oversight Committee

Thursday, August 13, 2020 • 10:00 a.m.
ZOOM Web Meeting

MEETING MINUTES

Call to Order

Commissioner Hamel called the meeting to order at 10:05AM.

Commissioners in attendance:

Commissioner Hamel, Chesapeake
Commissioner Mucha, DRPT
Commissioner Rowe, Portsmouth
Commissioner Woodbury, Hampton
Alt. Commissioner Cipriano, Newport News
Alt. Commissioner Inman, Norfolk
Commissioner Ross-Hammond, Virginia Beach

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Amy Braziel, Manager of Operations Administration
Conner Burns, Chief Financial Officer
Danielle Burton, Operations Support Technician
Gene Cavazos, Director of Marketing and Communications
Sheri Dixon, Director of Treasury
Jennifer Dove, Grants and Civil Rights Coordinator
Ron Hodges, Director of Business Development
William Harrell, President and CEO
Tom Holden, Media Relations Specialist
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Shanti Mullen, Internal Auditor
Lee Roy Padgett, Engineer
Sybil Pappas, Chief Engineering and Facilities Officer
John Powell, Telecommunications Specialist
Jim Price, Chief Transit Operations Officer
Michael Price, Chief Information Officer/Chief Technology Officer
Luis Ramos, Sr. Executive Administrator
Benjamin Simms, Deputy Chief Transit Operations Officer
Sam Sink, Director Transit Planning and Development
Robert Travers, Corporate Attorney
Fevrier Valmond, Deputy Director of Procurement
Lashaunda Williams, Contract Administrator
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Fisher, City of Virginia Beach

The August Operations and Oversight meeting package was distributed electronically to committee members and the media in advance of the meeting. The meeting package consisted of:

- Agenda
- Action Items
- Minutes from the Previous Meeting
- Procurement Items for Approval
- Options to be Exercised
- Upcoming Procurements

Approval of the July 2020 Minutes

A motion to approve the July 2020 Meeting Minutes was made by Commissioner Ross-Hammond and properly seconded by Commissioner Rowe.

The July 2020 Meeting Minutes were approved by a unanimous vote.

Review of the Operations and Oversight Committee Action Items

Mr. William Harrell reviewed action items with the Committee.

Mr. Ray Amoruso gave a presentational update of how missed trips have affected ridership. Commissioner Cipriano requested data be broken down by division from Operations.

ACTION ITEM: Staff to provide a breakdown of missed trips by division and type.

Audit Update

Ms. Shanti Mullen gave an update on the upcoming audit schedule.

Procurement Recommendations to the Committee**Contract 18-76541, Modification #4, Elizabeth River Ferry Docks Enhanced Amenities Design**

Ms. Sonya Luther presented Contract 18-76541, Modification #4, Elizabeth River Ferry Docks Enhanced Amenities Design for recommendation of approval.

A motion to approve Contract 18-76541, Modification #4, Elizabeth River Ferry Docks Enhanced Amenities Design was made by Commissioner Rowe and properly seconded by Commissioner Inman.

Commissioner Ross-Hammond asked if COVID-19 has caused a need to adjust costs; Mr. Lee Roy Padgett responded that the only adjustments needed have been for for scheduling. This modification is necessary due to the unanticipated details when the initial contract was awarded.

This modification is being submitted to the Commission due to the cost exceeding 25% of the original contract amount.

Contract 18-76541, Modification #4, Elizabeth River Ferry Docks Enhanced Amenities Design was approved by a unanimous vote.

Contract 20-00077, Vanpool Assistance Program (Renewal)

Ms. Sonya Luther presented Contract 20-00077, Vanpool Assistance Program (Renewal) for recommendation of approval.

A motion to approve Contract 20-00077, Vanpool Assistance Program (Renewal) was made by Commissioner Rowe and properly seconded by Commissioner Ross-Hammond.

Contract 20-00077, Vanpool Assistance Program (Renewal) was approved by a unanimous vote.

Options to be Exercised

Options to be exercised as enclosed in the meeting package were reviewed with the Committee.

Upcoming Procurements

Upcoming procurements as enclosed in the meeting package were reviewed with the Committee.

There was a discussion of when contracts are put back up for bid.

Operations Update

Mr. Jim Price gave a presentational update of Operations service during Hurricane Isaias; ferry boat services were suspended, but despite localized flooding and fallen trees, bus and light rail service were able to continue as scheduled.

Old and New Business

There was no old business presented to the Committee.

Under new business, there was a discussion regarding how changes are implemented in relation to service board picks.

Adjournment

The meeting was adjourned at 10:49AM.



HAMPTON ROADS TRANSIT
AUGUST-SEPTEMBER 2020
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

| Date | Action Item | Responsible Party | Due Date | Completed Date & Method |
|-------------|--|--------------------------|-----------------|------------------------------------|
| 8/13/2020 | Staff to provide a breakdown of missed trips by division and type. | Operations | 9/10/2020 | |

| | | | | | |
|---------------------|----------|---------------|----------------------------|-------------------------|--------------------------------------|
| Contract No: | 20-00071 | Title: | Light Rail Electrical Work | Price: Term: | \$810,000 1 yr. w/4 1-yr. options |
|---------------------|----------|---------------|----------------------------|-------------------------|--------------------------------------|

Acquisition Description: Enter into a contract with a qualified Contractor to provide electrical inspections, maintenance and repair of systems associated with the Norfolk Light Rail Transit (LRT) system on a Task Order basis.

Background: Hampton Roads Transit (HRT) requires a Certified Electrical Contractor to perform electrical inspections, maintenance and repair of systems associated with the LRT. This work is outside the capacity and/or capability of HRT's Operations and Maintenance personnel. Under the terms of this agreement, the Contractor shall provide all equipment, materials, and labor to perform inspection and repair of damages or deterioration due to severe weather or other external factors; emergency repairs from isolated events that interrupt LRT service; and, routine inspection and maintenance of the LRT system, as deemed necessary by HRT personnel.

Contract Approach: An Invitation for Bid (IFB) was issued July 15, 2020. One (1) bid was received on August 18, 2020, from Blackwater Electrical Company, Inc. (Blackwater). A post-solicitation survey of vendors solicited concluded that most were not capable of providing the services requested in the Scope of Work as it was outside the breadth of their normal services; or were unable to complete the work during the specified timeframe due to their location.

In response to the IFB, Bidders were required to provide hour labor rates for a variety of labor categories. Upon review and evaluation of the bid, HRT staff determined that Blackwater's bid is responsive (in compliance with submittal requirements) and the firm is responsible (capable to perform).

Since there was no indication that a re-solicitation to pursue more competition would have resulted in greater participation, a decision was made to enter into negotiations with Blackwater. Negotiations focused on reducing the proposed annual price escalation percentage over the term of the Contract. As a result of the negotiations, Blackwater reduced its annual price escalation percentage by 3%, from 8% to 5%.

Based on a price analysis performed utilizing the independent cost estimate and historical data, Blackwater's revised pricing is deemed fair and reasonable.

Blackwater is located in Chesapeake, VA and has provided similar services to Portsmouth Redevelopment Housing Authority in Portsmouth, VA; the City of Norfolk; Merck Pharmaceuticals in Wilson, NC; and, Elizabeth River Crossings in Portsmouth, VA. Blackwater also currently provides similar services to HRT satisfactorily.

The period of performance for this Contract is one (1) base year with four (4) additional one-year options.

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|---------------------|----------|---------------|----------------------------|-------------------------------|--------------------------------------|
| Contract No: | 20-00071 | Title: | Light Rail Electrical Work | Price: Term: | \$810,000 1 yr. w/4 1-yr. options |
|---------------------|----------|---------------|----------------------------|-------------------------------|--------------------------------------|

No DBE goal is assigned for the overall solicitation. HRT's DBE Officer will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task-based goal accordingly.

Cost/Funding: This Contract will be funded with Grant and Operating funds, dependent upon the nature of the Task Order.

Project Manager: Keith LeLache, Manager of Systems Maintenance

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Blackwater Electrical Company, Inc. to provide Light Rail Electrical Work. The cumulative amount of all Task Orders issued under this Contract will not exceed \$810,000 over five (5) years.

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|---------------------|----------|---------------|---|--|---|
| Contract No: | 20-00076 | Title: | On-Site Vehicle Inspection Services (Renewal) | Base Years Price: Total Option Price: | \$45,726 \$129,128 w/4-1 yr. options |
|---------------------|----------|---------------|---|--|---|

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide on-site vehicle inspections and quality assurance services on a Task Order basis.

Background: In accordance with Federal Transit Administration (FTA) regulations, Hampton Roads Transit (HRT) is required to provide on-site vehicle inspection and quality assurance services to ensure that new transit vehicles meet all functional tests and Buy America requirements. Under the terms of this agreement, the Contractor shall provide qualified inspector(s) to perform pre-production or start of production activities; production line inspections; and, reporting and communication concerning HRT’s transit vehicle orders. The Contractor shall also produce Pre-Award and Post-Delivery Buy America reports compliant with the requirements of 49 CFR Parts 661 and 663.

Contract Approach: A Request for Proposals (RFP) was issued on April 15, 2020. Two (2) proposals were received on May 20, 2020 from the following firms:

- First Transit, Inc. (First Transit)
- Transit Resource Center (TRC)

Upon review and evaluation of the technical proposals, both firms were equally rated to meet the Scope of Work requirements and were invited to discuss their proposals and provide technical clarifications on their approach to the Scope of Work.

At the conclusion of technical presentations, both firms were invited for further discussions and negotiations. Negotiations focused on clarifying assumptions made in establishing pricing and determining possible unforeseen expenses as they applied to Other Direct Costs in the Price Schedule. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

After a review and analysis of the BAFOs received, HRT staff determined that TRC provided the best value to HRT based on a combination of technical capability and price. TRC’s total pricing increased by \$34,846, or approximately 25%, due to the revision of assumptions made in establishing pricing, based on clarification provided by HRT in regard to the Scope of Work requirements, including the location of inspections, travel expenses in accordance with the U.S. General Services Administration for the inspector(s), and allowances for possible unforeseen delays caused by the manufacturing process that could result in future Contract value increase. As a result of a price analysis conducted and the fact that pricing was obtained in a competitive environment, TRC’s BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that TRC is technically and financially capable to perform the work.

TRC is headquartered in Winter Springs, FL and has provided similar services to the Illinois Department of Transportation; Potomac and Rappahannock Transportation Commission in

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|---------------------|----------|---------------|---|----------------------------|-----------------------------|
| Contract No: | 20-00076 | Title: | On-Site Vehicle Inspection Services (Renewal) | Base Years Price: | \$45,726 |
| | | | | Total Option Price: | \$129,128 w/4-1 yr. options |

Woodbridge, VA; and, Access Services in El Monte, CA. TRC has also provided these services for HRT satisfactorily.

The Contract period of performance is one (1) base year, with four (4) additional one-year options.

No DBE goal was assigned for this solicitation.

Cost/Funding: This contract will be funded with both State and Federal Grant funds, based on the type of Grant utilized to procure buses.

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Transit Resource Center to provide on-site vehicle inspection services in the not-to-exceed amount of \$174,854 for a total of five (5) years.

SOLICITATION RESULTS

| OFFEROR | OFFER | BEST AND FINAL OFFER |
|-------------------------|--------------|-----------------------------|
| Transit Resource Center | \$140,008 | \$174,854 |
| First Transit, Inc. | \$572,270 | \$500,710 |

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|---------------------|----------|---------------|---|---------------------------------|-----------|
| Contract No: | 20-00047 | Title: | Oracle Database Administration Managed Services and Initiated Issue Support | Base Year Price: | \$71,320 |
| | | | | Two Option Years' Price: | \$140,640 |

Acquisition Description: Enter into a contract with a qualified Contractor to provide managed services for its Oracle Database Administration services.

Background: Hampton Roads Transit (HRT), currently runs its Database servers on an Oracle platform. The Oracle environment is comprised of eight (8) Database Servers, twenty-three (23) Oracle Databases, fourteen (14) Oracle Homes and twenty-three (23) Instances. The Oracle Database Administration (DBA) Managed Services includes database uptime, mission critical database maintenance, and overall database health, as well as daily, weekly, and monthly DBA checklists containing best practices for maintenance and redundancy. Due to the limited capacity within the Technology Department, HRT requires a qualified Contractor to supplement the inhouse Database Administration capacity to keep up with current and anticipated demands on the system. Under the terms of this agreement, the Contractor shall provide 24/7 support for all current Oracle Production Servers and their associated databases. Additionally, the Contractor shall provide support for HRT initiated DBA issues aimed at troubleshooting, repairing or upgrading the system as required by HRT.

Contract Approach: A Request for Proposals (RFP) was issued on February 14, 2020. Six (6) proposals were received on April 29, 2020 from the following firms:

- ERP Analysts, Inc. (ERPA)
- Guardian Eagle
- Infolob Solutions
- Mythics, Inc. (Mythics)
- Navisite
- Zovaya Corporation

Upon initial review of the proposals, three (3) firms, ERPA, Mythics and Navisite were rated best to meet the Scope of Work requirements. The firms were invited for discussions to provide clarification on various aspects of their technical proposal. At the conclusion of discussions, Navisite was deemed best qualified to meet the requirements of the Scope of Work, based on their technical approach, experience and qualifications.

In response to the RFP, Proposers were required to provide monthly rates for the DBA services described in the RFP and hourly rates for HRT initiated DBA related issue support.

Navisite was invited for further discussions and negotiations for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed monthly rate. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

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|---------------------|----------|---------------|---|---------------------------------|-----------|
| Contract No: | 20-00047 | Title: | Oracle Database Administration Managed Services and Initiated Issue Support | Base Year Price: | \$71,320 |
| | | | | Two Option Years' Price: | \$140,640 |

As a result of the negotiations, HRT achieved an average reduction of approximately 5% on the originally proposed monthly rates. The total proposed price decreased by \$10,540, from \$222,500 to \$211,960.

After a review and analysis of the BAFO received, HRT staff determined that Navisite provided the best value to HRT based on a combination of technical capability and price. Navisite's pricing is deemed fair and reasonable based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Navisite is both technically and financially capable to perform the services.

Navisite, located in Andover, MA has provided similar services for ACN, Inc. in Concord, NC; Development Alternatives, Inc. in Bethesda, MD; and, MSG Sports & Entertainment, LLC in New York, NY.

The period of performance for this Contract is one (1) base years with two (2) additional one-year options.

No DBE goal was established for this solicitation.

Cost/Funding: This Contract will be funded with Operating Funds.

Project Manager: Erin Glenn, Director of Enterprise Technology Solutions

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Navisite to provide Oracle Database Administration Managed Services and Initiated Issue Support in the not-to exceed amount of \$211,960 for three (3) years.

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|---------------------|----------|---------------|---|---------------------------------|-----------|
| Contract No: | 20-00047 | Title: | Oracle Database Administration Managed Services and Initiated Issue Support | Base Year Price: | \$71,320 |
| | | | | Two Option Years' Price: | \$140,640 |

SOLICITATION RESULTS

| OFFEROR | ORIGINAL OFFER | BEST AND FINAL OFFER |
|--------------------|-----------------------|-----------------------------|
| Navisite | \$222,500.00 | \$211,960.00 |
| Zovaya Corporation | \$410,719.85 | N/A |
| Guardian Eagle | \$537,388.00 | N/A |
| Mythics, Inc. | \$615,144.32 | N/A |
| ERP Analysts, Inc. | \$752,000.00 | N/A |
| Infolob Solutions | No Pricing* | N/A |

*Price Schedule submitted was incomplete.

| Navisite's Summary | | | |
|---------------------------|----------------------|----------------------|--------------|
| Base Year 1 | Option Year 1 | Option Year 2 | Total |
| \$71,320.00 | \$70,320.00 | \$70,320.00 | \$211,960.00 |

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|---------------------|----------|---------------|---|---|------------------------------|
| Contract No: | 20-00093 | Title: | Supervisory Control and Data Acquisition System Hardware and Software | Base Year Price: Four Option Years' Price: | \$132,000.00 \$546,592.96 |
|---------------------|----------|---------------|---|---|------------------------------|

Acquisition Description: Enter into a sole source contract with B&C Transit, Inc. to support the Supervisory Control and Data Acquisition (SCADA) Hardware and Software system for Hampton Roads Transit's (HRT's) Tide Light Rail Transit (LRT).

Background: The Tide LRT utilizes a SCADA system to provide the Operation Control Center (OCC) with situational awareness and supervisory control functions on a 24/7 basis by controlling power distribution along the alignment, providing train identification and location on the track, supporting signal operations, train crossings operations, track switch operations, and rail yard operations. The Tide SCADA system is custom built on the Nucleus Operations Control Center Software developed by B&C Transit, Inc. (B&C). The SCADA information is gathered along the alignment and is directed for processing within the Central Computer System deployed at the Norfolk Tide Facility for display, monitoring, control, and historical logging. Under the terms of this agreement, the Contractor shall perform annual site visits for visual inspections and system diagnostics; remote support for hardware and software problems; and onsite dispatching for remedial support of hardware maintenance issues, as required by HRT.

Contract Approach: Federal Transit Administration (FTA) and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one (1) source is practicably available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source. B&C is the only Contractor that has access to the source code and desired in-depth knowledge of HRT's SCADA system.

A solicitation was issued on July 29, 2020 and B&C provided a responsive proposal on August 10, 2020 in the amount of \$701,096.30. In order to obtain more favorable pricing, a decision was made to conduct negotiations with B&C. Negotiations focused on reducing the proposed annual price for remote hardware and software support. Upon completion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of the negotiations, B&C offered a total price reduction of \$22,503.34 or 3.2%. Based on the results of a price analysis performed utilizing the independent cost estimate and B&C's pricing offered to other customers with similar requirements, B&C's BAFO pricing is deemed fair and reasonable. A contractor responsibility review confirmed that B&C is both technically and financially capable to provide the services described in the Scope of Work.

B&C is located in Oakland, CA and has provided similar services to HRT satisfactorily.

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|---------------------|----------|---------------|---|----------------------------------|--------------|
| Contract No: | 20-00093 | Title: | Supervisory Control and Data Acquisition System Hardware and Software | Base Year Price: | \$132,000.00 |
| | | | | Four Option Years' Price: | \$546,592.96 |

The period of performance for this Contract is one (1) base year with four (4) additional one-year options.

No DBE goal is assigned for this solicitation.

Cost/Funding: This Contract will be funded with Operating funds.

Project Manager: Alex Touzov, Director of Technology Services

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a sole source Contract to B&C Transit Inc. to provide Supervisory Control and Data Acquisition Hardware and Software support services in the not-to-exceed amount of \$678,592.96 over five (5) years.

ATTACHMENT 1

SOLICITATION RESULT

| Original Proposed Price | Best and Final Offer |
|-------------------------|----------------------|
| \$701,096.30 | \$678,592.96 |

| B & C TRANSIT, INC.'S SUMMARY | | | | | |
|-------------------------------|------------------|------------------|------------------|------------------|--------------|
| Base Year | Option Year 1 | Option Year 2 | Option Year 3 | Option Year 4 | Total |
| \$132,000.00 | \$132,000.00 | \$135,400.00 | \$137,848.00 | \$141,344.96 | \$678,592.96 |

| Options to be Exercised - November 2020 | | | | | | |
|---|--|--|---------------------|-------------------------------|-----------------------------|-----------------------------|
| Contract No. | Title | Description | Total Awarded Value | Period of Performance | Option Year to be Exercised | Total Amount of Option Year |
| 17-76498 | Third Party Administration for Claims Administration and Risk Control Services | To provide workers' compensation, general liability, automobile liability, and cost recovery subrogation claims handling and risk management services. | \$ 1,216,635.00 | 3 base yrs. w/2-1 yr. options | First | \$ 250,055.00 |
| 17-76500 | Bus Stop Sign Installation and Maintenance | To provide bus stop sign installation and maintenance services on an as needed basis. | \$ 235,042.00 | 2 base yrs. w/3-1 yr. options | Second | \$ 50,173.00 |
| 18-78382R | Healthcare Reporting Services | To provide a full service solution to support compliance with healthcare annual reporting, referred to as the ACA. | \$ 157,100.00 | 1 base yr. w/4-1 yr. options | First | \$ 30,420.00 |
| 19-00023 | Provision of Bulk Fluids | To provide and deliver branded automotive and industrial lubricants to HRT locations. | \$ 1,180,138.60 | 1 base yr. w/-4 yr. option | First | \$ 232,634.72 |

UPCOMING CONTRACTS FOR APPROVAL

| Title | Description |
|---|--|
| Bus Exhaust and Emission Services | To reduce exhaust and emission system related service calls while meeting the most recent maintenance requirements established by the Original Equipment Manufacturer (OEM), and compliance with applicable clean air regulations. |
| Employee Benefits Consulting Services | To provide employee benefits consulting services. |
| Facilities General Electrical Services | To perform electrical work associated with HRT's various facilities on a Task Order basis. |
| Ferry Boat Build Project | For the completion of construction, and delivery of, two (2) T-Boat Classification, 149-Passenger ferry boats. |
| Ferry Repair Services | To perform scheduled and emergency repairs for the ferry boats on a Task Order basis. |
| General Financial Consulting Services | To provide General Financial Consulting services on a Task Order basis. |
| Human Resource Management System Software Consultant Services | To provide the assessment of HRT's current Human Resource Management System business processes and systems and prepare a comprehensive needs assessment and action plan. |
| Information Technology Technical Services | To provide technical services to HRT's Technology Department, to include a number of functional areas. |
| Parts Washer Service and Solvent Maintenance | To provide parts washer service and solvent maintenance to HRT. |
| Third Party Administrator for HRT's Drug and Alcohol Program | To implement and administer specific aspects of HRT's Drug and Alcohol Abuse Management Program, as directed by the Drug/Alcohol Program Manager. |
| Ticket Vending Machine Credit Card Processing Services | To provide credit card processing services for Hampton Roads Transit (HRT) operated GFI Genfare/SPX Ticket Vending Machines (TVMs). |